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**TO: Economic Support Supervisors  
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W-2 Agencies  
Workforce Development Boards  
Job Center Leads and Managers**

**FROM:** Amy Mendel-Clemens  
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**BHCE/BWP OPERATIONS MEMO**

**No: 04-27**

**DATE: 05/25/2004**

FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input checked="" type="checkbox"/>	CC	<input checked="" type="checkbox"/>	W-2	<input checked="" type="checkbox"/>
FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>	RAP	<input type="checkbox"/>
WIA	<input type="checkbox"/>	WtW	<input type="checkbox"/>		
Other	EP	<input type="checkbox"/>			

**PRIORITY: HIGH**

**SUBJECT:** Reduced Change Reporting for Food Stamps – Phase IIB  
Six Month Report Form

**CROSS REFERENCE:** Operations Memos – 03-42 and 04-06

**EFFECTIVE DATE:** May 29, 2004

**PURPOSE**

This memo:

1. Describes the Six-Month Report Form (SMRF) components.
2. Outlines SMRF processing instructions including two new CARES screens:
  - CMIL – LOG INTERIM REPORT FORMS (New)
  - ANIR – RECORD INTERIM REPORT ACTIONS (New)
  - ACDF – CASE DRIVER FLOW FOR ONGOING MODE
3. Introduces the Interim Report Menu and related workload support screen:
  - MNRP – INTERIM REPORT MENU
  - AQIR – PENDING INTERIM REPORT FORMS

**BACKGROUND**

Effective February 2004, most food stamp (FS) food units became eligible for 12 month certification periods when their initial certification or recertification was confirmed. These food units are required to submit a SMRF in the 6<sup>th</sup> month of the certification period.

The first SMRFs will be mailed to recipients in June 2004 and will be due in local agencies in July 2004 for households subject to interim reporting that are certified for FS from February 2004 – January 2005.

This phase of the Reduced Change Reporting project is being implemented to:

- Reduce agency workload,
- Increase payment accuracy by reducing the amount of information required to be updated in the 6<sup>th</sup> month of the FS certification period, and
- Increase customer service by eliminating the requirement to complete a face to face review every 6 months.

All phases of the Reduced Change Reporting policy and systems changes for FS were funded with reinvestment funds required to be spent on FS Program improvement projects intended to reduce the FS benefit error rate. As a result, the FS error rate for Wisconsin has been lowered significantly since implementation began with Phase I in July 2003.

The IMAC Program Coordination sub-committee served as the advisory committee for this policy and the documents associated with it. This group includes representatives from the State, local agencies, and several client advocacy agencies. Their feedback was invaluable in the development of this project and has been incorporated wherever possible.

## ***POLICY***

### ***SIX MONTH REPORT FORM (SMRF)***

Using the SMRF, FS food units are required to report and answer all questions relating to the following information:

- New address and resulting changes in shelter and utility expenses,
- Total assets that exceed the asset limit for the household,
- Change in legal obligation to pay child support,
- Changes in household composition (persons that have moved in or out, including newborns),
- Earned income for all employed or self-employed food unit members - including gross income received by all household members during the change month, and
- Unearned income sources and amounts for all food unit members

As outlined in Operations Memo 04-06, FS food units subject to interim reporting will receive notification in the 4<sup>th</sup> or “**reminder**” month of the certification period reminding them that they will receive a SMRF the following month. The reminder notice will ask that the recipient save all check stubs for income received by all household members and other verification items in the 5<sup>th</sup> or “**change**” month.

The SMRF and instructions will be mailed to these households after adverse action (AA) in the “**change**” month of the certification period. The form is to be completed on or after the last day of the change month and submitted to the local ES agency. The form is due in the local agency by the 5<sup>th</sup> day of the 6<sup>th</sup> or “**return/process**” month of the certification period.

When a complete form has been recorded in CARES, and all reported income and changes verified, month 7 or “**continuing benefit**” month benefits will be issued. Operations Memo 04-06, Phase IIA Worker Script contains a table outlining the appropriate month designations for applications and reviews.

**Example 1:** Mike applies for FS on March 17, 2004. His household is certified for FS eligibility March 17, 2004 – February 28, 2005. In June 2004 (**reminder month**) he receives a reminder notice that his interim report will be sent to him in July (**change month**) and that he is required to submit the completed form by August 5<sup>th</sup> (**process month**) in order for him to continue receiving FS benefits. Mike returns the SMRF prior to August 5<sup>th</sup>, along with all the necessary verification. The worker is able to process the form timely and determine ongoing FS eligibility and benefit amounts beginning in September (**continuing benefit month**).

### SMRF PROCESSING AND CARES CHANGES

As with all change reports or other documents received by local agencies, date stamp or otherwise record the date the SMRF or other document was received.

#### **Logging SMRF into CARES**

The earliest recipients will begin submitting SMRFs to their local agencies will be the end of June 2004. The form must then be logged into CARES using the date received and case number. Agency support staff or ES workers can complete the login process; each agency can decide who will complete this process.

#### **CMIL – Log Interim Report Forms**

CMIL has been developed to be used by IM eligibility workers or local agency support staff to record the receipt of SMRFs. The case number and the date the form was received in the agency are entered on this screen. As many as 12 forms can be logged onto a single CMIL screen. When the worker or support staff presses “enter” after logging in the forms, the message “Form Received Dates Updated” will appear at the bottom of the screen. This message indicates that the forms that were logged in will appear on the query screen (AQIR) for the established caseworker, and on the case record screen (ANIR) for the case. Pressing “enter” again will bring up a fresh CMIL screen so the worker can continue logging in forms that have been received.

Previous CMIL screens cannot be accessed once enter has been hit a second time. If it is necessary to correct a SMRF received date, the worker must make the correction on ANIR for the case.

If a SMRF cannot be logged on CMIL, the SMRF must be brought to the attention of the worker for further action.

CMIL	LOG INTERIM REPORT FORMS	05/04/04 07:38 XCTG04 P KIERN
CASE NUMBER	RECEIVED DATE	
2147859852	07 05 2004	
1089659882	07 14 2004	
7842698225	07 14 2004	
_____	__ __ __	
_____	__ __ __	
_____	__ __ __	
_____	__ __ __	
_____	__ __ __	
_____	__ __ __	
_____	__ __ __	
_____	__ __ __	
_____	__ __ __	

NEXT TRAN: \_\_\_\_\_ PARMS: \_\_\_\_\_

### Reviewing the SMRF for Completeness

Once the form has been logged in, an ES worker (not clerical or support staff) must review it for “completeness”.

Each section of the form requires a “Yes” or “No” response from the recipient indicating if a change has occurred. In order for a form to be considered **complete**, all sections must include a “Yes” or “No” response, **and** the form must be signed by a responsible food unit member or an authorized representative.

Forms returned without verification are still considered **complete** if there is a yes/no response to each question and the recipient has signed the form. These forms should **not** be returned to the recipient.

If a form does not have a response to each yes/no question, or if the recipient does not sign it, the form is considered **incomplete**. Although the form is considered incomplete, changes reported on the form must be acted upon and entered into CARES. The following actions must be taken with an incomplete SMRF:

1. If the form has been signed but some of the yes/no questions do not have a response:
  - Return the SMRF along with the Incomplete SMRF letter to the recipient requesting the needed information,
  - Or,
  - Contact the recipient to get the answers. The worker must document the answers on the SMRF, initial and date the entry as well as make case comments in CARES documenting the conversation. If unable to make contact with the recipient, the form, along with the Incomplete SMRF letter, must be returned to the recipient requesting the needed information.

2. If the signature is missing:

- Return the SMRF along with the Incomplete SMRF letter to the recipient requesting the needed information,
- Or,
- Call the recipient and ask that they come into the office to sign the form. If unable to make contact with the recipient or the recipient is unable to come to the office, the form, along with the Incomplete SMRF letter, must be returned to the recipient requesting their signature.

All changes reported on a SMRF, whether it is complete or incomplete, must be acted upon at the time the form is returned to the agency.

Workers must record the actions taken on the SMRF on the new CARES screen ANIR, Record Interim Report Actions.

### ANIR – Record Interim Report Actions

ANIR is a case level screen, used by ES workers to show action taken on a specific case SMRF. This screen can be accessed by entering ANIR in the tran field and the case number in the parms, or directly from screen AQIR by selecting the case and using the PF14 key.

ANIR		RECORD INTERIM REPORT ACTIONS		05/04/04 07:48	
CASE: 6000532563		CAT: FS	SEQ: 01	WORKER: XCT155	XCTG04 P KIERN
LAST UPDATED: 12 13 04		CASE STATUS: OPEN		CASE MODE: ONGOING	
PP NAME: M MASTERSEN					
①	②	③	④	⑤	
ACTION DATE	ACTION CODE	ACTION DESCRIPTION	PROCESS MONTH	UPDATE WKR ID	
09 16 2004	PRO	Form Processed	09 2004	XCT154	
09 15 2004	CMP	Complete Form	09 2004	XCT154	
09 11 2004	REC	Received	09 2004	XCT154	
09 09 2004	INC	Incomplete Form	09 2004	XCT154	
08 24 2004	REC	Received	09 2004	XCT155	
08 21 2004	SNT	Original Form Sent	09 2004		
07 17 2004	RMD	Reminder Letter Sent	09 2004		
PF14-ACDF PF15-AQIR PF16-CNSL					
NEXT TRAN: _____		PARMS: 6000532563			

① ACTION DATE – Date last action was taken on a SMRF

② ACT CDE and ③ ACTION DESCRIPTION – Generated by CARES and/or worker showing action on a SMRF:

RMD	Reminder – CARES entry when the reminder notice is sent
SNT	Sent – CARES entry when original SMRF and instructions are sent
PRO	Processed – CARES entry when complete SMRF has been recorded and continuing month benefits have been confirmed
DUP	Duplicate – CARES entry when a duplicate SMRF is issued from screen CNHS/CNHD
REC	Received – Worker entry when SMRF is logged as received on CMIL or directly on ANIR
CMP	Complete – Worker entry when complete SMRF is recorded
INC	Incomplete – Worker entry when incomplete SMRF is logged.
MNL	Manual – Worker entry when a manual SMRF is given or mailed

- ④ PROCESS MNTH – 6<sup>th</sup> month of 12 month certification period
- ⑤ UPDT WKR ID – ID of the worker who took action on the IR
- ⑥ PFKEYS: 14 = ACDF – used to access driver screen  
15 = AQIR – used to access the pending Interim Report form screen  
16 = CNSL – used to generate Incomplete IR letter

Workers must enter the action code and date onto ANIR showing the action taken on the form. Action codes recorded by CARES or entered by eligibility workers determine the status of the SMRF.

When a SMRF is considered complete, workers must enter the date the determination was made and the action code “CMP” on ANIR.

When a SMRF is determined incomplete, whether additional contact needs to be made with the recipient or the form returned for more information/signature, the action code “INC” and the date the incomplete determination was made, must be entered on ANIR to track the action taken on the form. Entering “INC” and enter, or using PF16 will take the worker directly to the CNSL screen. If the form must be returned, generate the Incomplete SMRF letter explaining to the recipient what information is missing from the form, print the letter, and return it with the incomplete form to the recipient. Changes reported on an incomplete SMRF must be entered into CARES prior to returning it to the recipient. If the worker makes contact with the recipient to gather the missing information, no letter is needed. When no letter is needed, the worker can hit enter to proceed off CNSL.

**NOTE ➤** When a previously determined incomplete form is returned back to the agency by the recipient, the worker must re-review it for completeness. If the form is complete, the worker must code ANIR with “CMP” and process changes, if any, reported on the form. If the form is still incomplete, it should again be recorded as “INC” on ANIR and the worker should act appropriately as explained earlier in the section outlining incomplete SMRF processing.

If the worker is able to obtain the missing information through contact with the recipient, the worker must update ANIR to “CMP” with the date the information was obtained.

**NOTE ➤ SMRFs received after the last day of the report month will not reopen a FS case. A new FS filing date must be established and a face to face application interview must be completed to reopen the case.**

If the form is not received, or is recorded on ANIR as “REC”, “INC”, “SNT”, “DUP”, or “MNL” a negative notice will be sent to the FS household at AA with the following code and text:

Closure Reason code: 554

SHORT: A complete Interim Report Form has not been received.

LONG: Your Food Stamp Six Month Report Form has not been returned or has been returned incomplete.

**Processing Changes Reported on the SMRF**

The following actions must take place in order for month 7 FS benefits to be issued:

- A complete SMRF must be entered into CARES as “REC and CMP” on ANIR, **and**
- All reported changes, including changes reported on the form, and all current income must be verified, **and**
- Eligibility worker must run SFED/SFEX and confirm month 7 FS eligibility and benefits.

If the above actions have not occurred, the case will close with the following reason code and text:

Reason Code: 555

SHORT: Reported interim changes have not been processed.

LONG: Changes you reported on your Food Stamp Six Month Report Form have not been processed.

Changes reported on the SMRF, whether complete or incomplete, need to be entered into CARES. Households must be given 10 days to verify reported changes if verification documents are not submitted with the SMRF. Enter “?” (or “Q?” if questionable for MA) into the appropriate verification field and run SFED/SFEX to issue a request for verification from screens AGEV/AGVC. Month 7 benefits will not be issued if verification has not been entered into CARES.

If a complete SMRF is turned into the local agency anytime during the report month, the SMRF must be recorded as “REC” and “CMP” on ANIR prior to the first day of month 7. The changes reported must be entered into CARES and 10 days given to the recipient to provide verification. When a SMRF is turned in at the end of the month, the verification due date may extend into month 7. The worker may also not be able to process the changes until month 7. In these situations, a new application is not required. Workers will be able to process correct benefits by properly logging the SMRF, entering the appropriate verification codes, running SFEX/SFED and confirming benefits. **The dates on ACPA should not be changed or updated.**

If the complete SMRF is turned in on or before the last day of the report month but requested verifications are not returned timely, the worker must enter NV or QV in the appropriate fields and run SFED/SFEX and the case should remain closed. A new filing date must be set and a FTF interview completed to reopen the FS case.

**EXAMPLE 2:** Susan turns her complete SMRF into the local agency on July 30<sup>th</sup>. On August 2<sup>nd</sup>, the worker determines the SMRF is complete and logs it as complete on ANIR. Verification of a change reported on the SMRF is requested with a verification due date of August 12<sup>th</sup>. On August 10<sup>th</sup>, Susan returns the required verification. The worker enters the appropriate verification code, runs SFEX and confirms benefits. CARES will determine August and September benefits. August benefits will be issued that night. If the verification was not returned by August 12<sup>th</sup>, the worker must enter NV or QV in the appropriate fields and run SFED/SFEX and the case should remain closed.

Processing forms as soon as possible will reduce the number of reapplications that may be necessary if FS close due to an incomplete form or lack of verification.

All earned and unearned income must be verified and updated in CARES when a SMRF is processed. **This must be done whether or not the information has changed.** The only exception is ongoing self-employment income, which does not need to be updated if no change has been reported.

**Example 3:** Jane completes and submits a SMRF on July 5<sup>th</sup>. The SMRF shows Jane's situation as the same with no changes reported. On July 8<sup>th</sup>, Jane's eligibility worker determines that since all the yes/no questions on the form have been answered, and Jane has signed the form it is complete and processing of the form can continue.

Although no change in earnings was reported, the worker must still verify current earnings. The worker trans to AFEI/AFWG and enters a "?" in the verification field for earnings. When her worker runs SFED/SFEX a request for verification is sent to Jane from screen AGEV. Jane is given 10 days to provide the verification, and her FS benefit eligibility is in "pending" status. At AA in July, a notice is sent to Jane indicating that her FS case will close effective July 31<sup>st</sup> if the requested verification is not received. The August (month 7) continuing month FS benefits will not be issued until Jane's worker receives the verification and enters the appropriate codes on screen AFWG, runs SFED/SFEX, and confirms the August FS benefit amount.

**Example 4:** Joe submits a SMRF on July 5<sup>th</sup>. On July 8<sup>th</sup> Joe's eligibility worker determines that since all the yes/no questions on the form have been answered, and Joe signed the form it is complete and processing of the form can continue. Joe reported that he has moved to a new address on the form, and he submitted his lease and utility bills to verify the reported changes. The worker enters the new address on screen ACCH with the appropriate verification code and the new rent and utility expenses on screens AFSC and AFUC with the appropriate verification codes. When his worker runs SFED/SFEX, August (continuing month) FS benefits are confirmed and a notice of decision is sent to Joe.

On July 12<sup>th</sup> Joe reports that he started a new job on July 9<sup>th</sup>. His worker enters the reported employment information on screens AFEI and AFWG with "?s". The worker runs SFED/SFEX and issues a request for employment and wage verification from AGEV. Joe returns the verification on July 20<sup>th</sup>. Since a complete SMRF has been processed, and August (month 7) benefits had previously been confirmed, August benefits will be issued at the last confirmed amount and the new wage information will impact September benefits. There would be no overpayment for August.

### **ACDF – Case Driver Flow for Ongoing Mode**

Screen ACDF provides a driver flow for workers to use when processing changes reported on a SMRF. Workers can choose to select <ALL> or select only appropriate screens to enter reported changes. When there is an open sequence for earned or unearned income, screens AFEI and AFUI will be defaulted to "S" for select, and must be updated with current information to establish correct benefit eligibility and allotment amounts for ongoing benefit issuance.

Remember, a mini driver flow may be initiated depending upon what information is changed on screens ACCH, AFEI and AFUI. Refer to Operations Memo 03-40 for more information on Mini Driver Flows.



ACDF	CASE DRIVER FLOW FOR ONGOING MODE		05/04/04 07:53
CASE: 6000532563	WORKER: XCT155	XCTG04 P KIERN	
	CASE STATUS: OPEN	CASE MODE: ONGOING	
CASE DRIVER OPTIONS: _ (INITIATE/ RESUME/ TERMINATE)			
IR SCREENS	ALL: _		
	ACCH: _	ANID: _	ANLA: _
	AFSE: _	ANHR: _	AFEI: S
	AFSP: _	AFUI: S	
	AFSQ: _		
ADDITIONAL			
	ACPA: _	ACDP: _	ANDA: _
	ANDC: _	ANII: _	ANBR: _
	ANPI: _	ANIC: _	ANDI: _
	ANNB: _	APGI: _	APCO: _
	APNC: _	AALS: _	
	AFMD: _	AFMC: _	AFMI: _
	AIWS: _		
SFU/EDBC	(SFED): _		
CASE OVERVIEW ALL SCREENS: _	INQUIRY DATE (MMDDYY): _____		
NEXT TRAN: _____	PARMS: 6000532563 _____		

**Example 5:****SMRF processing**

1. A FS Recipient returns a SMRF to the local agency.
2. Local agency staff date stamps SMRF with date received.
3. Local agency staff logs received SMRF into CARES on CMIL and routes dated SMRF to the appropriate caseworker.
4. Caseworker reviews SMRF to see that all yes/no questions have been answered and the form has been signed.
5. Caseworker enters into CARES on ANIR the code "CMP" and the date to indicate that the form was determined complete.
6. The caseworker trans to ACDF to select all IR screens to process changes reported on the SMRF.
7. The caseworker enters new wages reported on AFWG with a ? because pay stubs were not included with the SMRF.
8. The caseworker runs SFED/SFEX and sends out the EVF-E requesting earnings information from AGEV.

**REPLACEMENT SMRF**

If a FS customer contacts the local agency and indicates that he or she has lost or has not received a six month report form, provide the customer with a CARES duplicate or manual blank form.

**Duplicate SMRF**

To issue a duplicate SMRF, go to screen CNHS and select the appropriate form (CMLM). Use PF13 to tran to CNHD, from CNHD you can send a duplicate SMRF using PF14. These forms cannot be printed locally, however, CARES will mail the form to the client the next business day. The duplicate form will automatically be recorded on screen ANIR with the date the duplicate was requested by the worker and the action code "DUP".

## Manual SMRF

If CARES is not available to produce a duplicate SMRF or the recipient requests one in person, a new form can be manually generated. The non-CARES Food Stamp Six Month Report ([HCF 16076](#)) and instructions ([HCF 16076A](#)) are available on the DHFS Eligibility Workers website. The form is designed as fillable so that the information that would have been preprinted on the original form can be added by the ES worker prior to printing and giving it to the recipient. When a manual form is issued, an ES worker must be available to assist the recipient in completing the form. The worker must enter "MNL" and the date on ANIR to track that a manual SMRF was given to a recipient.

## OTHER CARES CHANGES

A new menu screen related to SMRF processing has been added to CARES. This menu is available from the CARES main menu by selecting #8 – Interim Reports Menu or MNRP. All screens related to SMRF processing are listed on MNRP.

### MNRP

FUNCTION		TRAN	
NUMBER	FUNCTION DESCRIPTION	CODE	PARAMETERS (PARMS)
1 -	LOG INTERIM REPORT FORMS	(CMIL)	
2 -	RECORD INTERIM REPORT ACTIONS	(ANIR)	CASE
3 -	PENDING INTERIM REPORT FORMS	(AQIR)	(WKR ID) / (ACTN CD) OR (CSLD) / (ACTN CD)
4 -	INTERIM REPORT DRIVER	(ACDF)	CASE
5 -	OLD MONTHLY REPORT MENU	(MNMR)	

\*\*\* PLEASE ENTER THE NUMBER OF THE DESIRED FUNCTION \_

PARMS: \_\_\_\_\_

### AQIR – PENDING SMRFs

AQIR is a worker level screen for tracking pending SMRFs. SMRFs logged into CARES on CMIL or ANIR that are codes as "REC", "CMP", or "INC" are considered in pending status and will appear on this screen. AQIR will appear immediately after the DXBM "broadcast messages" screen each time an eligibility worker logs into CARES. Workers can also access this screen directly by entering AQIR in the next tran field and hitting enter.

### AQIR

AQIR		PENDING INTERIM REPORT FORMS		05/11/04 16:46		
		COUNTY: 40	WORKER: XCTD57	XCTD57 B KING		
① SEL	② CASE NUM	③ PP NAME	④ PROCESS MONTH	⑤ LAST ACTION	⑥ ACTION DATE	⑦ UPDATE ID
_	2000534821	M MASTERSEN	10 2004	INC	10 15 2004	XCTD57

PF14-AMIR PF15-ACDF  
NEXT TRAN: \_\_\_\_\_ PARMS: \_\_\_\_\_

- ① SEL – Enter <X> or <S> to select an outstanding SMRF  
PFKEYS: 14 = ANIR – used with <X> or <S> to access case level IR log screen  
15 = ACDF – used with <X> or <S> to access driver screen
- ② CASE Number
- ③ CASE NAME
- ④ PROCESS MNTH – The 6<sup>th</sup> month of a 12 month certification period.
- ⑤ LAST ACTION - Shows the last action taken on the form:
- REC = SMRF received
  - INC = incomplete SMRF
  - CMP = a complete SMRF has been recorded, but continuing month benefits have not been confirmed due to pending verification or other reason.
- ⑥ ACTION DATE – last date action was taken on the report
- ⑦ UPDATE ID – ID of the worker who took the last action on the SMRF

This screen can be a useful tool for eligibility workers to select outstanding or pending SMRFs for processing.

Once a complete SMRF has been recorded and month 7 benefits have been confirmed, the form will no longer be pending and will no longer appear on AQIR. Pending SMRFs greater than 2 months old will be purged from this screen the first business day of each month to keep the pending list current.

#### CASES THAT EXCEPTION OFF

FS cases should close at AA for month 7 if a complete SMRF is not returned and processed by AA. Since some cases “exception off” and don’t go through the batch process at AA, workers must act on Alert 349 ELIG NOT DET AT AA/RUN SFEX, for cases that exception off and do not close for month 7. These cases are also listed on EOS report C306.

#### **LETTERS**

- The SMRF Reminder Letter (CMLR) will appear in notice history on screen CNHS the day after it is sent to the recipient. A sample copy of the letter is attached.
- The Six Month Report Form (CMLM) will appear in notice history the first Monday after AA in the 5<sup>th</sup> or report month for cases that are not closing at the end of the month. A second batch of forms will be generated the first business day of every month for interim reporting cases that were closing at AA but reopened for the report month prior to the 1<sup>st</sup> of the month.
- The Incomplete Six Month Report Form Letter (NAIR) is created from screen CNSL and will appear in notice history the day after it is created. This letter may be printed and mailed when the incomplete form, indicating which portions need to be completed, is returned to the recipient. A sample copy of this letter is attached.

## **IMPACT ON OTHER PROGRAMS**

### **REPORTED CHANGES**

The completion and submission of information on a SMRF is considered a reported change for all assistance programs and must be acted upon by agency workers. Making a change in CARES could impact other programs of assistance received by a recipient. For example, a reported change could affect which category of MA a recipient receives and could thus push out the review date. This is acceptable and the review date should not be changed.

### **REVIEWS**

The completion of a SMRF is not considered a “review” for any assistance program. However, a FTF review (for Child Care for example) can count as a review for FS if the question “Is this a review for FS?” on ANRQ is answered yes. By answering yes to this question, no SMRF will be required and the new FS certification period will be set for 12 months.

## **TRAINING**

Training for SMRF policies and processes will be offered through the Partner Training Services (PTS) Learning Center <http://www.uwosh.edu/ccdet/wss/> and should be available the week of June 14. The course is expected to remain available until September 30, 2004.

The course title is “Reduced Change Reporting Phase IIB.”

Participants in this course must read this Operations Memo prior to taking this course.

Note: A short introduction on how to use the PTS Learning Center is available by clicking the “PTS Learning Center Course Access-Resource Guide” link that can be found on the PTS Learning Center home page.

To access the course:

1. Log into PTS Learning Center,
2. Click on the “Course Catalog,” and
3. Search “Online Courses” for the keyword “Reduced.”

This should bring up a short list of courses that includes Food Stamp Reduced Change Reporting: Phase IIB. Select that course and the course description, including a registration link, will be displayed.

This course is considered MANDATORY to be taken by Income Maintenance (IM) workers who perform functions in the eligibility determination and benefit calculation process for the Food Stamp Program.

Course participation and completion will be tracked via the PTS Learning Center by accessing and completing designated course components as explained below.

### **COURSE COMPONENTS**

This course consists of four components.

Component 1: “Start Here” Course instructions

- Component 2: Interactive Simulation – Reduced Change reporting Phase IIa refresher & SMRF processing exercises (uses Macromedia Authorware)
- Component 3: Review assessment
- Component 4: Course Evaluation (uses Quia web site)

### COURSE CREDIT

Each component of this course should be finished in the order listed to achieve course completion. Individual completion of all course components online is strongly encouraged. The PTS Learning Center will track individual completion of this course and will automatically give credit to those who individually complete all components of the course online. Course components may be completed in other ways (such as in a group setting), but in order to receive credit for course completion, individual online completion of the “Start Here” and “Evaluation” Course components in the PTS Learning Center is required.

In addition to allowing tracking of course completion, completion of these components will ensure that each individual learner is provided with a basic understanding of the course, as well as an opportunity to provide feedback that will assist in making future distance learning opportunities more effective.

Completion of this course can be counted as 3 hours of IM Professional Development per DHCF Administrator’s Memo 03-02.

### MACROMEDIA AUTHORWARE

The interactive simulation component of this course has been created using a product called Macromedia Authorware. To complete this activity, the free “Macromedia Authorware Web Player 7 – Full Version” must be downloaded and installed. It is available from the Macromedia website or you can find a link to it on the PTS Distance Learning Tools web page at [www.dwd.state.wi.us/dwspts/dl\\_viewers.htm](http://www.dwd.state.wi.us/dwspts/dl_viewers.htm). If this presents an IT issue in your agency, be sure to contact your IT staff prior to attempting to access that component of the course.

### SUPPORT

If you have trouble in accessing course materials in PTS Learning Center, please contact the Learning Center staff at 920-424-1071.

For other questions about this training, see the contact information for the course in PTS Learning Center.

For questions about mandatory training or course credit, contact:

Theresa Fosbinder  
DHFS IM Training Coordinator  
[Fosbitl@dhfs.state.wi.us](mailto:Fosbitl@dhfs.state.wi.us)  
(608) 261-8568

## **ATTACHMENTS**

Six Month Report Form Reminder Letter  
Six Month Report Form  
Six Month Report Form Instructions  
Incomplete Six Month Report Form Letter

**CONTACTS**

BHCE CARES Information & Problem Resolution Center

★Program Categories – FS – Food Stamps, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WtW – Welfare to Work, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHFS/DHCF/BHCE/JE